AMENDMENTS

In the Claims

1. (Currently Amended) A method for verifying solutions provided by a solution network comprising:

    automatically associating a call from a customer with a solution that is provided to the customer to solve an issue, the automatically associating a call executing on a computer system;

    waiting a predetermined amount of time to verify whether the customer contacts the solution network again in a further attempt to resolve the issue, the waiting a predetermined amount of time executing on the computer system; and,

    indicating a successful resolution to the issue if no contact is made by the customer in an attempt to resolve the issue within the predetermined amount of time, the indicating a successful resolution executing on the computer system;

    indicating an unsuccessful resolution to the issue by the solution if the customer contacts the solution network within the predetermined amount of time in the further attempt to resolve the issue, the indicating an unsuccessful resolution executing on the computer system; and,

    verifying the solution based upon the indicating a successful resolution, the verifying the solution executing on the computer system.

2. (Currently Amended) The method of claim 1 ~~further comprising~~ wherein:
the waiting is based on the customer experience metrics.

3. (Original) The method of claim 1 wherein:
the indicating a successful resolution include incrementing a counter corresponding to the solution to indicate a successful solution.

4. (Original) The method of claim 1 further comprising:
scoring a solution based upon successful resolution of the issue; and
wherein a higher score for a solution indicates a more successful solution.

5.   (Original) The method of claim 4 wherein:

when a solution is indicated as a more successful solution, the solution is presented to a
    customer higher on a list of available solutions.

6.   (Canceled)

7.   (Currently Amended) The method of claim ~~6~~ 1 wherein:

if the solution is indicated as unsuccessful, then escalating the solution into a correction
    workflow.

8.   (Original) The method of claim 7 wherein:

when the solution is escalated into a correction workflow, a product specialist reviews the
    solution for any needed correction.

9.   (Original) The method of claim 1 wherein:

the issue relates to information handling systems.

10.   (Currently Amended) An apparatus for verifying solutions provided by a solution
network comprising:

means for automatically associating a call from a customer with a solution that is
    provided to the customer to solve an issue, the means for automatically
    associating a call comprising instructions stored on computer readable media and
    executed by a computer system;

means for waiting a predetermined amount of time to verify whether the customer
    contacts the solution network again in a further attempt to resolve the issue, the
    means for waiting a predetermined amount of time comprising instructions stored
    on computer readable media and executed by the computer system; ~~and,~~

means for indicating a successful resolution to the issue if no contact is made by the
    customer in a further attempt to resolve the issue within the predetermined
    amount of time, the means for indicating a successful resolution comprising

instructions stored on computer readable media and executed by the computer system;

means for indicating an unsuccessful resolution to the issue by the solution if the customer contacts the solution network within the predetermined amount of time in the further attempt to resolve the issue, the means for indicating an unsuccessful resolution comprising instructions stored on computer readable media and executed by the computer system; and,

means for verifying the solution based upon the indicating a successful resolution, the means for verifying a solution comprising instructions stored on computer readable media and executed by the computer system.

11. (Currently Amended) The apparatus of claim 10 ~~further comprising~~ wherein:
the waiting is based on the customer experience metrics.

12. (Original) The apparatus of claim 10 wherein:
the means for indicating a successful resolution includes means for incrementing a counter corresponding to the solution to indicate a successful solution.

13. (Original) The apparatus of claim 10 further comprising:
means for scoring a solution based upon successful resolution of the issue; and
wherein a higher score for a solution indicates a more successful solution..

14. (Original) The apparatus of claim 13 wherein:
when a solution is indicated as a more successful solution, the solution is presented to a customer higher on a list of available solutions.

15. (Canceled)

16. (Previously Presented) The apparatus of claim 10 further comprising:
means for escalating the solution into a correction workflow if the solution is indicated as unsuccessful.

17.   (Original) The apparatus of claim 16 wherein:

when the solution is escalated into a correction workflow, a product specialist reviews the

    solution for any needed correction.

18.   (Original) The apparatus of claim 10 wherein:

the issue relates to information handling systems.

19.   (Currently Amended) A system for verifying solutions provided by a solution

network comprising:

    a call associating module stored on a computer readable media, the call associating

        module automatically associating a call from a customer with a solution that is

        provided to the customer to solve an issue;

    a waiting module stored on the computer readable media, the waiting module waiting a

        predetermined amount of time to verify whether the customer contacts the

        solution network again in a further attempt to resolve the issue; and,

    a successful resolution module stored on the computer readable media, the successful

        resolution module indicating a successful resolution to the issue if no contact is

        made by the customer in an attempt to resolve the issue within the predetermined

        amount of time;

    an unsuccessful resolution module stored on the computer readable media, the

        unsuccessful resolution module indicating an unsuccessful resolution to the issue

        by the solution if the customer contacts the solution network within the

        predetermined amount of time in the further attempt to resolve the issue; and,

    a verifying module stored on the computer readable media, the verifying module

        verifying the solution based upon the indicating a successful resolution.

20.   (Currently Amended) The system of claim 19 further comprising wherein:

the waiting is based on the customer experience metrics.

21.   (Original) The system of claim 19 wherein:

the successful resolution module includes an incrementing module, the incrementing
        module incrementing a counter corresponding to the solution to indicate a
        successful solution.

22.   (Original) The system of claim 19 further comprising:

a scoring module, the scoring module scoring a solution based upon successful resolution
        of the issue; and

wherein a higher score for a solution indicates a more successful solution..

23.   (Original) The system of claim 22 wherein:

when a solution is indicated as a more successful solution, the solution is presented to a
        customer higher on a list of available solutions.

24.   (Canceled)

25.   (Previously Presented) The system of claim 19 further comprising:

an escalating module, the escalating module escalating the solution into a correction
        workflow if the solution is indicated as unsuccessful.

26.   (Original) The system of claim 25 wherein:

when the solution is escalated into a correction workflow, a product specialist reviews the
        solution for any needed correction.

27.   (Original) The system of claim 19 wherein:

the issue relates to information handling systems.